

# Classroom Course Description

## Lessons in Leadership

*These programs, facilitated by Training Services Division staff, feature the best in leadership and management thinking through taped presentations from internationally/nationally recognized experts.*

Judith E. Glaser

*Conversational Intelligence:*

*How Great Leaders Build Trust and Get Extraordinary Results*

The key to success in life and business is to master Conversational Intelligence. It's not about how smart you are, but how open you are to learn new, effective, and powerful conversational rituals that prime the brain for trust, partnership, and mutual success.

In a high-energy session, Judith Glaser presents a new framework for knowing just what conversations trigger the lower brain and what activates the higher-level intelligences—empathy, foresight, good judgment and trust. Through storytelling and practical exercises, Glaser translates the most groundbreaking research from the field of neuroscience into insightful, pragmatic and powerful tools and wisdom for elevating organizational success.

You will learn:

- The neuroscience of conversations—including what conversations open and close our brains—and why we need to know this
- The five conversational blind spots that lower our Conversational Intelligence, and what to do about them
- How to activate, measure and use Three Levels of Conversations
- How to use Conversational Rituals to elevate your C-IQ

A seemingly simple act, such as talking with a colleague—a small momentary exchange of words in a hallway—has the ability to alter someone's life permanently. Conversational Intelligence contains the tools, practices, and frameworks to elevate conversations and positively impact your organization's future success.